

1. This memorandum contains a recommendation for your approval. Such recommendation is contained in paragraph ~~2b~~ ^{2b}

2. The referent memorandum contains your approval to conduct a survey of the Agency shuttle system. With the aid of the new employees assigned to the Recruitment and Placement Section, OP, the survey was conducted during a three week period (15 Jan - 2 Feb 1973). This office has analyzed the data received from the survey, and, if our recommendations are approved, the following benefits can be achieved, and other quasi-associated problems can be eliminated and/or minimized:

- a. Better utilization of manpower and vehicles in support of the Agency shuttle system.
- b. Provide a more efficient shuttle system and increase the frequency the present locations are serviced.
- c. Reduce the present operating and maintenance costs to support the shuttle system.
- d. Eliminate One (1) Checker Sedan from Agency T.V.A.
- e. Reduce or ~~reassign~~ ^{reassign} one or two drivers who are supporting the present shuttle system
- f. Reduce POV reimbursement claims for travel to and from locations that are serviced by the shuttle system.
- g. minimize non-Headquarters Agency personnel utilizing POV's to visit Headquarters from areas where the shuttle service exist, thus reducing the parking problem at Headquarters.

SUBJECT: Shuttle Bus Survey

3. The results of the survey, ^{IN OUR OPINION} ~~the survey~~, represents an accurate sample of the passenger utilization of the shuttle system. The data received from the survey also indicates that routing and scheduling changes are warranted to meet the demand of the passenger flow. Prior to presenting our recommendations, ^{THE FOLLOWING} ~~there are a few~~ pertinent facts that ^{THE} ~~have been~~ ^{THAT WILL} ~~should be surfaced~~ substantiate our recommendations:

~~Attachment 1~~ ^{ANNEX} is a presentation of the total passenger flow during the three week survey of routes #1, 2, and 3. Noteworthy are the number of passengers that were

25X1A serviced at the [REDACTED]. These two locations accounted for approximately 11.2% of the total passenger flow. However, routes #1 and 2 allocate 25 and 23 minutes respectively of their 1 hour round trips to service these two locations. In brief,

Routes #1 and 2 are allocating 40% of their ^{SCHEDULED DRIVING} ~~service~~ time to ^{SERVICE} ~~handle~~ 11% of the passenger flow. ^{ANNEX 2} ~~is a breakdown of the three weeks activity of these two locations.~~

^{B.} The results of the survey also indicate that ~~additional~~ scheduling changes are necessary to improve the service that is provided to the [REDACTED] ^{ANNEX 1} 25X1A illustrates the consolidated passenger utilization to and from the [REDACTED] which 25X1A represents 1.6% of the total passenger flow. ^{ATTACHMENT 3} ~~is a breakdown of the passenger~~

25X1A utilization to and from the [REDACTED]. The passenger flow at this location should be considered very low. It is our opinion that the low passenger rate is a direct result of inefficient scheduling. Although there are three systems servicing this location (routes

25X1A # 1, 2, and 3), each of the ^{VEHICLES} ~~systems~~ arrive at the [REDACTED] within an 11 minute period which results in ^{ANNEX 3} ~~and then there is~~ a 52 minute span before the location is serviced again (see ~~attachment 2~~).

The service span to this location would appear to be ^{AN} ~~a~~ contributing factor for the large volume of POV usage to and from Headquarters, and the low utilization of the shuttle system.

^{ALSO ACCOUNT FOR}

(2)

RAJ
 6. Augmenting the shuttle survey, a time and motion study was ^{conducted} ~~made~~ on the drivers of Routes # 1, 2, 3, and 4 (see ^{ANNEX 5} ~~attached to 9~~). Presently the drivers of Routes # 1 and 2 drive ~~for~~ ^{for} one hour and have a half hour break before they depart and they have a hour and a half lunch period. The driver on Route # 3 drives for a half hour and has a half hour break prior to his recycle and he has a hour and a half for lunch. In contrast, the Department of State has a contract with Metropolitan Transit Company to provide transportation for two routes the Department of State has established for their personnel. The driving times of the ^{two} ~~route~~ ^{routes} established by the Department of State are equal to the driving times the the Agency's Routes # 1 and 2 (one hour), and Route # 3 (30 minutes). The drivers for the Department of State are full time drivers with the Metro system and are local union members, and ~~their~~ ^{they belong to} The unions indicate the driving period, breaks between driving times and lunch periods. Although the driving times are equal in length, Agency drivers are receiving up to four (4) times more break ^{time} ~~periods~~ between runs, and the Agency drivers get up to three (3) times ^{longer for} ~~as long for~~ their lunch periods. ^{ANNEX 5} ~~Attachment~~ ^{also} ~~illustrates~~ ^{illustrates} the comparisons of driving times, breaks between ^{driving} ~~driving~~ periods, and lunch periods.

(4)
D. In conjunction with the time and motion study, the driver and vehicle of Route # 3 are actually operating at 50 % efficiency since the ^{scheduled} driving times and break ~~times~~ ~~times~~ alternate each half hour. The service provided by this route equates 1/3 of the inefficient transportation service that supports the [REDACTED] passenger requirements to and from Headquarters.

E. The referent memorandum mentioned the possibility of the Agency using the Department of Defense (D.O.D.) transportation system to and from the Pentagon which would require a transfer from the Agency shuttle system in

25X1A [REDACTED] It has also been established that the D.O.D. has a shuttle system

25X1A service to the [REDACTED] and transfers ^{could be made} at the [REDACTED] ~~from the~~ from the Agency shuttle system to the DOD system to satisfy Agency requirements

25X1A for transportation to the [REDACTED]. To utilize the D.O.D. transit system, Agency personnel would have to present a valid D.O.D. bus pass (DD form 145) or ^{the} bus tickets (DD form 144). It should be noted that the Agency is presently on distribution for the DOD ^{bus} passes and tickets.

G. There is an additional factor that is pertinent in reference to the availability of transportation to and from Headquarters to the [REDACTED]. 25X1A

There is a commercial bus that arrives and departs from Headquarters ~~and it~~ ^{to and from} steps at the [REDACTED] (one way trip takes approximately 15 minutes during non-peak traffic periods).

25X1A

Approved For Release 2000/08/29 : CIA-RDP78-05599A000100100005-8

Next 1 Page(s) In Document Exempt

Approved For Release 2000/08/29 : CIA-RDP78-05599A000100100005-8

6. Recommendations

a. Based on the data that has been presented, we propose a few changes to improve the ^{EFFICIENCY} ~~service frequency~~ of the shuttle ~~system~~ and at the same time reduce the operating cost. All of the recommendations are based on the assumption that the [REDACTED] stops are terminated from the Agency shuttle system and Agency personnel who are required to go to these locations would transfer to the DOD transportation system. The following are the recommendations :

1. Terminate the current Route # 3 which is operating at 50 % efficiency.

2. The current scheduled departures from Headquarters at 0729 [REDACTED] 25X1A

at 1710 should be cancelled since these passengers are receiving a quasi-subsidy for transportation to and from their place of work.

If there is an official requirement for Headquarters personnel to be in the [REDACTED] area prior to ^{normal working} ~~operating~~ hours, the bus departing Headquarters at 0749 can satisfy this requirement.

3. ~~Adopt~~ Incorporate the revised schedule as presented in annex 6. The first

and last ~~departing~~ bus from Headquarters and [REDACTED] can be determined

at a ~~later~~ later date. The revised schedule will provide service to and from each point every twenty minutes vs. the inefficient scheduling ^{of the current system} ~~of the current system~~ (see annex 7).

4. The revised shuttle schedule can be adjusted to interact with the D.O.D.

transit service. ^{efficient} ~~smooth~~ interaction to the D.O.D. system can be accomplished since the two routes ^{ESTABLISHED BY D.O.D PROVIDE} ~~that they have~~ are serviced every

20 minutes. Annex 8 is a pictorial presentation of the two routes operated by DOD that services the [REDACTED] 25X1A

from the [REDACTED] The transfer waiting periods to and from

25X1A

[REDACTED] would be 5 minutes and the return waiting ~~period~~ period would be 13 minutes.

25X1A

7. In summary , if the above recommendations are approved, the Agency shuttle system (consolidating with D.O.D.) will improve its frequency service in all areas to and including the [REDACTED] ~~In addition~~ The revised routing and scheduling would not require the services of one or possibly two drivers that are ^{Presently} required under the present shuttle service. The ~~same~~ checker sedan used for Route # 3 would no longer be required to support the shuttle system.

8. In conjunction with the above recommendations, additional funds could be saved if " top management" would scrutinize all POV reimbursement claims for POV trips made ~~from~~ to and from points that are serviced by the shuttle system. Reference is made to Annex 4 which is an illustration of the POV reimbursement claims for trips made to areas that are serviced by the shuttle system. Each Directorate head should be made ^{more} aware of these losely controlled expenditures and they should direct thier certifying officers to take a more critical look at the POV reimbursements ~~claims~~.

9. In conclusion, it is requested that the recommendations presented in paragraph 6 be approved,

ROUTES # 1, 2, and 3

The following chart illustrates the total number of passengers that got on and off of each of the locations indicated. The figures for the weeks of 15 January and 22 January are for a four day period since there was a holiday in each of the weeks. The percentage figures indicate the portion of the total passenger flow that got on and off at each point.

	15-19 January		22-26 January		29 Jan. - 2 Feb.		Totals	Average %
	on/off	%	on/off	%	on/off	%		
Hdqs.	1683	45.0	1510	44.4	1779	42.7	4972	44.0
25X1A	1511	40.5	1397	41.0	1665	40.0	4573	40.4
	174	4.7	185	5.4	278	6.7	637	5.6
	200	5.4	156	4.6	272	6.5	628	5.6
	61	1.6	57	1.7	58	1.4	176	1.6
	105	2.9	99	2.9	110	2.7	314	2.8
TOTALS	3734	100.0	3404	100.0	4162	100.0	11,300	100.0

25X1A

Approved For Release 2000/08/29 : CIA-RDP78-05599A000100100005-8

Next 4 Page(s) In Document Exempt

Approved For Release 2000/08/29 : CIA-RDP78-05599A000100100005-8

parking fees is approximately \$500 - \$600 for the above sample period. It should also be noted that the above data represents the months of July, August, and September and may not be an accurate example of a normal quarter activity since this is the vacation season. In any case, it can be reasonably assumed that the utilization of POV's could increase during the other three quarters since the Agency work force will be at its full complement.

The following is a breakdown of the driving time, breaks and lunch periods of the various drivers under the current agency shuttle system for Routes #1, 2, 3, and 4:

<u>Routes # 1 and 2</u>	<u>Driving Time</u>	<u>Break Time</u>	<u>Lunch</u>	<u>Total</u>
Driver - A	6 hr. 25 min.	1 hr. 28 min.	1 hr. 29 min.	9 hr. 32 min.
Driver - B	6 hr. 29 min.	1 hr. 44 min.	1 hr. 29 min.	9 hr. 42 min.
Driver - C	5 hr. 33 min.	1 hr. 28 min.	1 hr. 29 min.	8 hr. 30 min.
Relief	2 hr. 6 min.	35 min.		2 hr. 31 min.
<u>Route # 3</u>				
Driver - A	4 hr.	3 hr.	1 hr. 30 min.	8 hr. 30 min.
<u>Route #4</u>				
Driver - A	8 hr. 25 min.	30 min.	1 hr. 5 min.	10 hr.
Driver - B	2 hr. 50 min.	5 min.		2 hr. 55 min.
Relief	55 min.			55 min.

The following illustrates the actual driving time, breaks, and lunch periods of the Agency drivers and their counterparts under contract with the Department of State:

	<u>Agency Drivers</u>	<u>Chartered Drivers</u> (Dept. of State)	<u>Pay Per Hour</u>
<u>Route # 1 & 2</u>			
Driving Time	1 hr. 5 min.	1 hr.	
Break	30 min.	12 min.	
Lunch	1 hr. 30 min.	30 min.	
<u>Route # 3</u>			
Driving time	30 min.	30 min.	
Break	30 min.	8 min.	
Lunch	1 hr. 30 min.	30 min.	

Agency DriversChartered DriversPay Per Hour

(Dept. of State)

Route # 4

Driving Time

55 min.

1 hr.

Break

5 min.

12 min.

Lunch

1 hr.

30 min.

As a comparison, the Department of State has a contract with the ^{WV} ~~WV~~ ^{DEPARTMENT OF STATE} transportation company to service two routes that have been established. Each of these routes are ~~similar in driving time~~ the same in driving time as our Routes # 1 and 3 which are a half hour and a hour respectively. Our drivers who drive the one hour route get a 25 or 29 minute break depending on which route they drive (Route # 1 or 2), but the contract drivers for the Department of State get a 12 minute break. Our drivers who drive the half hour route get a 30 minute break vs. a 8 minute break for the contract drivers with the Department of State. Also our drivers get a hour and a half for lunch but the ^{CONTRACT} drivers for Department of State get 30 minutes.

In conclusion, it can be safely assumed that the drivers under contract to the Department of State are ~~not~~ in a union and the driving time, breaks and lunch period are regulated by a union contract. In a nutshell our drivers have it made.

(6)

a Revised Schedule That is Recommended

The following is a ~~revised schedule~~ to service the following locations to and from Headquarters : (all vehicles are Blue Bird Buses)

25X1A	Route # 1	Route # 2	Route # 3
Headquarters	0900	0920	0940
	0914	0934	0954
	0915	0935	0955
	0916	0936	0956
	0921	0941	1001
	0923	0943	1003
	0929	0949	1009
	0930	0950	1010
	0931	0951	1011
	0944	1004	1024
Headquarters	0945	1005	1025
DEPARTURES	1000	1020	1040
Driving Time	: 45	:45	:45
Break	: 15	:15	:15

Under the above system one relief driver could relieve all three drivers for lunch. Each of the ~~above~~ drivers would receive 45 minutes for lunch which is still 15 more minutes than thier counterparts, ~~driving~~ ^{who} for the Department of State.

25X1A

Approved For Release 2000/08/29 : CIA-RDP78-05599A000100100005-8

Next 1 Page(s) In Document Exempt

Approved For Release 2000/08/29 : CIA-RDP78-05599A000100100005-8